

## Relationship between Online Registration Service Quality and Outpatient Satisfaction

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### Abstract

The development of various technologies provides convenience in the health sector, one of which is online registration which aims to reduce the accumulation of patients due to long registration times. Analysis of the application of a system is carried out so that the achievement of the implementation of an information system can be known and further action can be planned to improve the performance of its implementation. The purpose of this study was to describe the application of an online outpatient registration system. This type of research is quantitative descriptive using a cross sectional approach. which was held at RSU Rajawali Citra Yogyakarta from January 2022 – March 2022. The sample of this study amounted to 95 respondents with a sampling technique that is purposive sampling. Data analysis using Kendal tau. Test. The results of the Kendal tau test analysis obtained tangible values with satisfaction obtained a significance value of  $p = 0.000$ , reliability with satisfaction obtained a significance value of  $p = 0.000$ , responsiveness with satisfaction obtained a significance value of  $p = 0.000$ , assurance with satisfaction obtained a significance value of  $p = 0.000$ , and empathy with satisfaction obtained a significance value of  $p = 0.000$ .

### Keywords:

Assurance, empathy, online registration, reliability, responsiveness, tangible

## INTRODUCTION

Hospitals as one of the individual health care facilities are part of the health resources that are indispensable in supporting the implementation of health efforts. The implementation of health services in hospitals has very complex characteristics so that a good information system needs to be applied. Every hospital is required to implement a hospital Information System (SIRS), in order to carry out an integrated process of collecting, processing, and presenting hospital data.

The development of various technologies makes it easy in the field of Health, one of which is online registration which aims to reduce the buildup of patients due to the length of time of registration. Analysis of the application of a system is carried out so that the achievement of the implementation of an information system can be known and further actions can be planned to improve the performance of its application. The purpose of this study is to describe the application of outpatient online registration system.

Based on the results of a preliminary study conducted on January 10, 2022 Rajawali Citra Hospital Yogyakarta data on the results of patient visits for the last 3 months from January to March 2022 were 4,523 people, with details with details of 663 pediatric Poly patients, 220 ENT Poly patients, 195 skin and genital Poly patients, 1,524 nerve Poly patients, 407 internal Poly patients, 429 general surgery Poly patients, 682 eye Poly patients, and 439 urology Poly patients.

The purpose of the study was to determine the relationship of tangible (tangible), reliability (reliability) and responsiveness (responsiveness) with patient satisfaction outpatient online registration at Rajawali Citra hospital Yogyakarta

### METHOD

This research is a kind of quantitative research with observation method and with cross sectional approach. The population in this study were all patients last 1 month in the outpatient online registration section with a total of 1,592 respondents. Samples were taken using the slovin formula and obtained as many as 95 samples with purposive sampling technique. The technique of data analysis in this study is using kendal tau test on SPSS computer program.

### RESULTS AND DISCUSSION

**Table 1** frequency distribution of age, gender, and outpatient education in the online registration section at Rajawali Citra hospital Yogyakarta in 2022

| Age              |                    | Frequency | Percent % |
|------------------|--------------------|-----------|-----------|
| Valid            | 17-25              | 21        | 22.1      |
|                  | 26-35              | 31        | 32.6      |
|                  | 36-45              | 23        | 24.2      |
|                  | 46-55              | 16        | 16.8      |
|                  | 56-65              | 4         | 4.2       |
|                  | Total              | 95        | 100.0     |
| <b>Gender</b>    |                    |           |           |
| Valid            | male               | 39        | 41.1      |
|                  | female             | 56        | 58.9      |
|                  | Total              | 95        | 100.0     |
| <b>Education</b> |                    |           |           |
| Valid            | Elementary School  | 6         | 6.3       |
|                  | High School        | 15        | 15.8      |
|                  | Senior High School | 41        | 43.2      |
|                  | Collage            | 33        | 34.7      |
|                  | Total              | 95        | 100.0     |

Based on Table 1 regarding the characteristics of respondents by age group, it can be seen that the largest number of respondents who registered online were respondents aged 26-35 with a frequency of 31 (32.6%), regarding the characteristics of respondents by gender, it can be seen that the largest number of respondents were respondents with female gender, namely with a frequency of 56 (58.9%), regarding the characteristics of respondents according to gender groups, it can be seen that the largest number of respondents are respondents with female gender, with a frequency of 41 (43.2%).

**Table 2** distribution of frequency level of reliability (reliability), responsiveness (fast response) of outpatient patients in the online registration section at Rajawali Citra hospital Yogyakarta in 2022

| <i>reliability</i>          |        | Frequency | Percent |
|-----------------------------|--------|-----------|---------|
| Valid                       | good   | 25        | 26.3    |
|                             | less   | 2         | 2.1     |
|                             | medium | 68        | 71.6    |
|                             | Total  | 95        | 100.0   |
| <b><i>responsivness</i></b> |        |           |         |
| Valid                       | good   | 28        | 29.5    |
|                             | less   | 3         | 3.2     |
|                             | medium | 64        | 67.4    |
|                             | Total  | 95        | 100.0   |

| <i>satisfaction</i> |        |    |       |
|---------------------|--------|----|-------|
| Valid               | good   | 35 | 36.8  |
|                     | less   | 2  | 2.1   |
|                     | medium | 58 | 61.1  |
|                     | Total  | 95 | 100.0 |

Based on Table 2 above mengenai level of reliability (reliability) can be seen that the highest number of respondents are respondents with medium category reliability is 68 (71.6%), the level of responsiveness (quick response) can be seen that the highest number of respondents are respondents with medium category responsiveness is 64 (67.4%), the level of satisfaction can be seen that the highest number of respondents are respondents with medium category satisfaction is 58 (61.1%).

**Table 3.** Correlation of anatar reliability with outpatient patient satisfaction in the online registration section at Rajawali Citra hospital in 2022

|                 |                       |                         | Correlations          |                |
|-----------------|-----------------------|-------------------------|-----------------------|----------------|
|                 |                       |                         | Consumer Satisfaction | reliability X2 |
| Kendall's tau_b | Consumer satisfaction | Correlation Coefficient | 1.000                 | .487**         |
|                 |                       | Sig. (2-tailed)         | .                     | .000           |
|                 |                       | N                       | 95                    | 95             |
|                 | reliability X2        | Correlation Coefficient | .487**                | 1.000          |
|                 |                       | Sig. (2-tailed)         | .000                  | .              |
|                 |                       | N                       | 95                    | 95             |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the test results Kendal tau with SPSS for variable reliability (reliability) obtained a significant value of 0.000. Significant value of  $0.000 < 0.05$  then the hypothesis can be accepted this means relibility (X1) there is a significant relationship (real) with patient satisfaction (Y). And it is known that the value of the correlation coefficient between the variable relibility with outpatient patient satisfaction in the online registration is 0.487 thus it can be concluded that the relationship with outpatient patient satisfaction in the online registration is "low".

**Table 4** correlation between responsivness (fast response) with outpatient patient satisfaction in the online registration section at Rajawali Citra hospital

|                 |                       |                         | Consumer Satisfacion | responsiveness X3 |
|-----------------|-----------------------|-------------------------|----------------------|-------------------|
| Kendall's tau_b | Consumer satisfaction | Correlation Coefficient | 1.000                | .482**            |
|                 |                       | Sig. (2-tailed)         | .                    | .000              |
|                 |                       | N                       | 95                   | 95                |
|                 | responsivness X3      | Correlation Coefficient | .482**               | 1.000             |
|                 |                       | Sig. (2-tailed)         | .000                 | .                 |
|                 |                       | N                       | 95                   | 95                |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the results of Kendal tau test with SPSS for responsiveness variable (fast response) obtained a significant value of 0.000. Significant value of  $0.000 < 0.05$  then the hypothesis can be accepted this means responsiveness (X1) there is a significant relationship (real) with patient satisfaction (Y). And it is known that the value of the correlation coefficient between responsiveness variables with outpatient satisfaction in the online registration is 0.482 thus it can be concluded that the relationship with outpatient satisfaction in the online registration is “low”.

### **The relationship of the quality of Health Services of the Tangible dimension (tangible) with patient satisfaction BPJS outpatient at Rajawali Citra Hospital Bantul Yogyakarta in 2022.**

According to Lisna et al (2021) direct evidence is the ability of an organization or health center to show its existence to outsiders. The appearance of buildings and officers, physical facilities and infrastructure of puskesmas (including communication facilities), and the environment are tangible evidence of the services obtained by consumers. The appearance of services is not only limited to the appearance of magnificent buildings but also the presence, appearance of health workers and the availability of supporting facilities and infrastructure.

Based on the theory developed by Parasuraman, Zethhaml and Berry (1985) in Muninjaya (2015:18), the quality of health services can also be felt directly by the users by providing adequate physical facilities and equipment. The health care providers are able to work optimally according to their individual skills. For this criterion, it is necessary to include improvements in communication facilities and service equipment that do not directly provide comfort to service users such as parking lots, Security, waiting room comfort, etc. Because of the nature of service products that cannot be seen, or felt, there needs to be another measure that can be felt more real by health service users. In this case the service user will use their senses (eyes, ears, heart and taste) to assess the quality of Health Services received. For example, the patient Reception Room is neat, clean, comfortable, equipped with chairs, tiled floors, TV and complete office equipment are available, as well as neat, attractive and clean staff uniforms.

Based on the results of research conducted on 92 respondents at Rajawali Citra Hospital, 52 respondents (56.5%) stated that the quality of Health Services is good based on Tangible dimensions with patient satisfaction. With the results of the analysis of data on the chi square test with a significant level of  $p = 0.029$   $\textcircled{3} = 0.05$  where  $p < \textcircled{3}$  can be declared H rejected or there is a significant relationship between the quality of health services on the Tangible dimension (tangible) with patient satisfaction at the Banguntapan II Health Center Bantul Yogyakarta in 2022.

The results of this study are in line with the research of Selamat Ginting and Adi Arianto (2019) with the title “the relationship of Health Service Quality to patient satisfaction levels of BPJS Mandiri participants at the Delitua Health Center in Deli Serdang regency in 2018”. Obtained results of the value of the table P (Asymp. Sig) of  $0.000 < \textcircled{3} = 0.05$  then it can be stated that there is a significant relationship between the quality of health care tangible dimension (tangible) with patient satisfaction BPJS mandiri in Health Center Delitua Deli Serdang in 2018.

**The relationship of the quality of Health Services dimension of Reliability (reliability) with outpatient patient satisfaction at Rajawali Citra Hospital Bantul Yogyakarta in 2022.**

According to Rendy and Nawart (2022) reliability is the company's ability to provide services in accordance with what is promised accurately and reliably. Performance must be in accordance with customer expectations which means punctuality, equal service to all customers without error, sympathetic attitude and with high accuracy yet in accordance with expectations by patients.

Based on the theory developed by Parasuraman, Zethhaml and Berry (1985) in Muninjaya (2015:18), of the four dimensions of service quality, reliability is perceived as the most important by users of health services, because the nature of service products that are non-standardized outputs, and products are also highly dependent on human activities during interaction, it will be difficult for users to demand consistent outputs. To improve the reliability of Health Services, top management needs to build a quality work culture that is no mistake culture or corporate culture of no mistake that is applied from the top leadership to the front line staff. This kind of performance culture is developed through the formation of a compact working group because it has constantly received training in accordance with the development of medical technology and community expectations.

Based on the results of research conducted on 92 respondents at Rajawali Citra Bantul hospital, 45 respondents (48.9%) stated that the quality of Health Services is good based on the dimension of Reliability with patient satisfaction. With the results of data analysis on the chi square test with a significant level of  $p = 0.002$  ( $\alpha = 0.05$ ) where  $p < \alpha$  then it can be stated that  $H_0$  is rejected or there is a significant relationship between the quality of health care on the dimension of Reliability (reliability) with patient satisfaction.

The results of this study are in line with the research of Reni Aprinawaty and Silvia Indriani Simatupang (2022) with the title "the relationship of Health Service Quality with BPJS patient satisfaction in the outpatient Unit of Grandmed Lubuk Pakam Hospital". Obtained results of the value of the table P (Asymp. Sig) of  $0.003 < \alpha = 0.05$  then it can be stated that there is a significant relationship between the quality of health care dimension of Reliability (reliability) with BPJS patient satisfaction in the Home outpatient Unit

**The relationship between the Responsiveness dimension of health service quality and outpatient satisfaction at Rajawali Citra hospital Bantul Yogyakarta in 2022.**

Responsiveness (responsiveness) a form of preparedness of officers in providing services to patients quickly and responsively. Responsiveness (responsiveness) is an ability to help and provide appropriate services to patients, by conveying clear information, do not let patients wait without a reason that causes a negative perception in service quality (Rismayanti et al, 2018).

Based on the theory developed by Parasuraman, Zethhaml and Berry (1985) in Muninjaya (2015:17), this dimension is incorporated into the ability of health workers to help users and their readiness to serve patients according to standard procedures and that can meet user expectations. This dimension is the most dynamic assessment of service quality. The expectation of health service users on the speed of service

tends to increase over time in line with advances in technology used by service providers and Health Information owned by users.

Based on the results of research conducted on 92 respondents at Rajawali Citra hospital, 51 respondents (55.4%) stated that the quality of Health Services was good based on the dimension of Responsiveness with patient satisfaction. With the results of the analysis of data on the chi square test with a significant level of  $p = 0.018$  ( $\alpha = 0.05$  where  $p < \alpha$ ) then  $H_0$  can be declared rejected or there is a significant relationship between the quality of health services on the Responsiveness dimension (responsiveness) with patient satisfaction at the Banguntapan II Health Center Bantul Yogyakarta in 2022.

The results of this study are in line with the research of Anggraini Susanti et al (2021) entitled "The effect of Service Quality on inpatient satisfaction at Labuang Baji Makassar Regional General Hospital during the Covid-19 pandemic". Obtained results of the value of the table P (Asymp. Sig) of  $0.000 < \alpha = 0.05$  then it can be stated that there is a significant influence between the quality of Health Services Responsiveness dimension (responsiveness) to inpatient satisfaction at Labuang Baji Makassar Regional General Hospital during the Covid-19 pandemic.

### CONCLUSION

Based on the results of research and discussion as described in the previous chapter, this study can be concluded that there is a relationship between the Tangible dimensions of Reliability, Responsiveness, and outpatient satisfaction at the Banguntapan II Puskesmas Bantul Yogyakarta in 2022.

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